

About this guide

Who should use this manual

This Meridian IVR 2.0/I SQL Server User's Guide has been prepared for application developers who want to interface Meridian IVR 2.0/I applications to an SQL-based ANSI-compliant database management system.

Note: Although use of the SQL server does not require an in-depth knowledge of your database management system, you should be familiar with Standard Query Language (SQL) command syntax and the database that will be accessed (for example, the name of the tables and columns). If you are unfamiliar with your database environment, see your database administrator for assistance.

How to use this manual

Before you begin using the SQL Server cells in your applications, read Chapter 1 for an overview of the SQL Server and a brief discussion of the basic requirements. When you are ready to create an application that will access your database, refer to Chapter 2 to use the graphical application editor or Chapter 3, for a short tutorial. Chapter 4 provides information on accessing remote databases.

Additional Nortel manuals

Related manuals available from Northern Telecom (Nortel) include the following:

- *Meridian IVR Application Development Guide* (555-9001-310)
- *Meridian IVR System Administration Guide* (555-9001-300)

Conventions used in this manual

Throughout this manual, several typographic conventions have been used to highlight certain types of information.

- Items that are parts of the Meridian IVR 2.0/I screens appear in quotes (for example, the “# of Prompts to Play” parameter).
- Items that are file names, messages, or commands you type are shown in bold (for example, the **Enter the name of the database** message).
- Variables shown in command lines appear in italics (for example, *filename* indicates that the word *filename* should be replaced with a specific file name).

Additional sources of information

Bowman, Judith S., Sandra L. Emerson and Marcy Darnovsky. *The Practical SQL Handbook*. 1993.

Date, C. J. *An Introduction to Database Systems*. 1990.

Melton, Jim and Alan R. Simon. *Understanding the New SQL: A Complete Guide*. 1993.